

**REPORT NO:** 13-38  
**DATE:** 5/6/2013  
**ANALYST:** Michael Hebner

### **CLASSIFICATION REPORT**

<b>PROPOSED TITLE:</b>	Manager, Parking Management and Traffic Control (Appointed)
<b>CURRENT TITLE:</b>	New
<b>INCUMBENT:</b>	Vacant
<b>REASON FOR REQUEST:</b>	Request to review proposed new duties and responsibilities in order to ascertain the proper classification for a proposed appointed position
<b>DATE QUESTIONNAIRE SUBMITTED:</b>	4/24/2013
<b>DATE OF PREVIOUS STUDY:</b>	N/A
<b>DISPOSITION OF PREVIOUS STUDY:</b>	N/A
<b>PERSONS INTERVIEWED:</b>	Jay Stroebel, Acting Director Regulatory Services Kelly Charlton, HR Generalist
<b>RECOMMENDATION:</b>	Establish the position as Manager, Parking Management and Traffic Control (Appointed) (538 Points, Grade 11)

In 2010 the Regulatory Services Department established a position to oversee the Parking and Traffic Control function in the City. Now with the reorganization of the Department that has occurred in January of 2013 they are requesting a new appointed position to oversee the parking management and traffic control function in the City.

The specific duties of the proposed position are listed below:

- Manage parking enforcement, traffic direction and the authorization of towing of vehicles according to statutory and ordinance parameters to obtain parking compliance and traffic safety objectives, melding activities into Regulatory Services Department and City goals.
- Provide overall performance analysis and policy direction for parking enforcement, traffic control, and parking fine revenue in the City.

- Manage staff development, through mentoring, training and performance management.
- Review financial statements, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing program improvement.
- Review alternatives for enforcement efficiency, improved collection and system improvements within statutory parameters in conjunction with the Minnesota Fourth Judicial District.
- Conduct enforcement data analysis to determine effectiveness and disposition outcomes.
- Obtain and analyze court disposition and collection data to evaluate Violation Bureau performance and conformance to guidelines.
- Work with the City Attorney's Office in setting up appropriate guidelines for citation disposition by the Violations Bureau.
- Provide constituent services by responding to queries, requests and complaints from the public, Elected Officials, and other City staff in a timely manner.
- Monitor technical needs with respect to modern computerization methods to ensure security of data, permit easy access to services and remain compatible with current systems.
- Evaluate new equipment to better accomplish goals and improve effectiveness.
- Conduct pilot projects to test alternative processes and procedures.
- Create formal reports back to management and City Council of pilot results for policy considerations.
- Improve codes and ordinances by assisting with code development to ensure adoption of reasonable codes for the citizens, visitors, and businesses.
- Assist with the preparation of annual budgets, personnel requirements and ordinance modifications by preparing documentation and testifying at City Council Committee meetings to ensure adequate resources and authority to provide services.
- Assist in project development in order to create new initiatives to improve productivity and service delivery.
- Serve on the Top Management Team assisting in the development and implementation of the Division's Business Plan.
- Communicate with the Court System, Violations Bureau and other agencies regarding processes and procedures.

## POSITION ANALYSIS

### PREREQUISITE KNOWLEDGE

The position will require a Bachelor's Degree in Business, Traffic Management or a related field and seven years of increasingly responsible experience which includes supervision of enforcement activities, involvement in case preparation and legal interpretation in enforcement, traffic flow analysis, and communication responsibilities regarding enforcement procedures and policies.

A rating of **60 points** is consistent with the education and training requirements according to the rating guide. Jobs at this level are senior level positions with broader responsibilities, many with advanced level supervisory work or management responsibilities, where years of experience in the discipline are needed. Strong project management and operational skills are commonly needed. These jobs require a Bachelors Degree and five or more years of experience or progressive experience is required, so that the total accumulated experience equates to a broad perspective.

### DECISIONS AND ACTIONS

The position will be in charge of the Parking and Traffic Control unit in the Regulatory Services Department and will have oversight over all decisions made within the Division. It will have authority over budget, staffing and overtime, purchases, citation and citation dismissals, enforcement activities, and procedure and policy. The positions will deal with complaints against the Division. It will be responsible for personnel issues and involved in all discipline and related actions. It will be responsible for interpretations on parking ordinances, laws, and policies, and for dealing with appeals and communications with enforcement agencies.

The job will be responsible for providing overall analysis and policy direction for parking enforcement, traffic control and parking fine revenue in the City. It will be responsible for the analysis of the divisional activities and programs, and development of recommendations based on the findings of the analysis. It will develop, and propose new ordinances and be responsible for taking these before the City Council for approval.

Actions or activities that will require supervisory approval include ordinance changes, staff dismissals, Results Minneapolis reports, Pilot Proposals for innovation, release of information to the Media, major purchases, and any decisions on reorganization of the Division.

A rating of **60 points** for the level of responsibility and decisions in the position is appropriate. At this level work is varied and complex, usually involving multiple phases

of a major function. Matters dealt with are broad in scope with complex and unusual problems being encountered frequently. Performance generally has influence on finances or delivery of services; errors or inadequacies could cause serious inconvenience, embarrassment or expense. The position is expected to make decisions and take action on problems that arise and to develop solutions to problems involving advanced principles and techniques and original thinking. Work is done under supervision in accordance with broadly stated policies or principles, sometimes of advanced nature and with latitude for the exercise of independent judgment. Decisions and actions are subject to prior approval in high cost, complex or unusual cases.

### **SUPERVISORY RESPONSIBILITY**

The position will directly supervise four supervisory positions. It will have managerial authority over all 41 staff in the Parking and Traffic Control area. A rating of **35 points** is appropriate and will be applied.

### **RELATIONSHIP RESPONSIBILITY**

The position will work with all staff in the Parking and Traffic Control Division on issues related to operations. It will respond to questions, deal with problems that come up and explain new procedures to Traffic Control Agent I's and II's. More frequently it will work the supervisors, giving direction and dealing with operational questions.

The position will have contact with other Divisions in the Regulatory Services Department frequently. Generally these interactions are regarding activities related to parking or traffic control such as vehicles parked on private property, sidewalks cafes, cabs, special events, permits, oil in street, etc.

The position will have frequent contact with Regulatory Services Administrators and Administration regarding budget, vehicles and human resource issues. It will deal with Human Resources staff on personnel issues, and with Finance Department staff on budget, and revenue accounting issues. It will be contact with the City Attorneys Office regarding Court proceedings, criminal actions, and for ordinance changes and related legal issues.

The job will entail similar contacts in other City Departments such as with Staff in Public Works regarding parking permits, parking meter and street sign changes, and road closures. It will work on collaborative efforts with the Public Works Traffic area. It will interact with the Police Department regarding threats to employees, violator problems, and coordination of enforcement. The job will work with the Public Works Impound Lot regarding release and impoundment of vehicles.

The position will deal with complaints from the Elected Officials and citizens.

Outside contacts of the position will include weekly contact with the Hennepin County Court management regarding revenue, citation revenue and dismissals, and any issues that come up. The position will be in contact with various State of Minnesota agencies regarding coordination of efforts, vehicle registration, disability certificates, revenue statute changes, etc.

A rating of **55 points** will be applied. Jobs at this level are supervisory over major areas of responsibility or have special communication responsibility related to the duties of the job, including high level coordination or operational analysis or specialized consultation. At this level the incumbents have to work with a wide variety of contacts, both internal and external of the system to communicate issues, and deal with problems. They must exercise discretion in release of information. They are responsible for coordination of major efforts, and are expected to enlist cooperation and collaboration from various agencies and groups. These jobs may be involved in technical issues of major importance in the areas where they are assigned and have important liaison duties with other staff, divisions and departments, they also are charged with coordination of vendor activities, oversight over consultants. Working relations must be established and maintained, communications take longer and can include considerable detail, negotiation, persuasion, and strong interpersonal skills.

## **WORKING CONDITIONS**

The position will normally be working in normal office environment with exposure to a personal computer and normal office equipment. A rating of **20 points** on this factor will be applied.

## **EFFORT**

The position will primarily require mental effort. It will need to be able to analyze court records with enforcement data to track disposition of citations. It requires complex analysis to obtain trending information and highlight areas in need of change. Revenue is extremely important to the City so this requires constant watching, analysis and projection. The position will be required to develop a case for change and to champion change in the Parking and Traffic Control Unit. It will have to handle complaints and this adds to the mental effort required. It will need to deal with personnel issues regularly. The job will communicate with citizens, attorneys and government officials, and court representatives regarding department actions, and with the news media. It will deal with Council deadlines for ordinance changes, and with Court or hearing officer time frames for citation appearances and evidentiary files, and with Department Management deadlines for reporting.

A rating of **50 points** is appropriate for the position. At this level jobs require considerable mental effort in coordinating programs and projects, managing

communications for the assigned unit, or providing technical services to a department. There is mental effort in developing plans, creating training, planning and implementing communications plans and activities. Work includes dealing with complaints and other issues that arise in assigned areas. These jobs require mental effort and close attention to detail when reviewing financial and other information. Supervisory and managerial jobs typically are under pressure in the area of accountability, which involves City resources and can have impact on City development, and/or image. There is mental effort in analyzing situations and problems and making decisions about how the work will get done in a safe and efficient manner.

**According to the (Acting) Director Regulatory Services the proposed position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:**

1. The person occupying the position must report to head of the designated City Department or the Designated City Department Head's Deputy.

The position will report directly to the Director of the Regulatory Services Department.

2. The person occupying the position must be part of the designated Department Head's management team

The position will be part of the new Regulatory Services Management team.

3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.

The position will entail considerable involvement in analysis and policy direction for parking enforcement, traffic control and parking fine revenue in the City.

4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.

The position will not primarily require technical knowledge.

5. There is need for the person occupying the position to be accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.

The person hired will need to be accountable, and loyal to the Mayor, City Council, and the Department Head.

**RECOMMENDATION:**

Classify the position as Manager, Parking Management and Traffic Control, allocated to Grade 11 of the Investigative, Monitoring, and Related Promotional Line

<b>CLASSIFICATION FACTOR WORKSHEET</b>								
<b>Benchmark Classifications</b>	<b>Factors</b>						<b>Total Points</b>	<b>Grade Level</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>		
Manager, Parking Management and Traffic Control (Current Classified)	60	55	35	50	20	50	515	11
<b>PROPOSED CLASSIFICATION</b>								
Manager, Parking Management and Traffic Control (Appointed)	60	60	35	55	20	50	538	11

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

**Executive Exemption**

The job meets the requirements to be exempt from the Fair labor standards Act. The job will be compensated on a salary basis (as defined in the regulations) at a rate exceeding \$455 per week. The job's primary duty will be managing the parking Management and Traffic Control Division of the Regulatory Services Department a customarily recognized department or subdivision of the enterprise. The person hired will direct the work of 41 full-time employees. The person hired will have the authority to hire or fire other employees, and their suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees under their management authority will be given particular weight within the City system.